

<b>Job Title</b>	Warehouse & Dispatch Manager
<b>Reporting to</b>	General Manager Operations
<b>Direct Reports</b>	Warehouse Operators
<b>Scope of the role</b>	<p>Leadership of the warehouse team from goods in, through production supply to finished product storage and dispatch.</p> <p>Optimise and stock levels for all raw materials and finished goods to support healthy use of working capital.</p>
<b>Purpose</b>	<p>As a warehouse manager, you'll be responsible for a vital part of the supply chain process, you'll manage people, processes, and systems to ensure goods are received and dispatched appropriately, and that productivity targets are met.</p> <p>You'll also be responsible for workplace health and safety standards and for the security of the building and stock.</p>
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>• liaise with internal customers, purchasing, suppliers and transport companies</li> <li>• coordinate and monitor the receipt, order, assembly, and dispatch of goods</li> <li>• use space and mechanical handling equipment efficiently, making sure quality, budgetary targets and environmental objectives are met</li> <li>• have a clear understanding of the company's policies and vision and how the warehouse contributes to these</li> <li>• coordinate the use of automated and computerised systems where necessary</li> <li>• respond to and deal with internal customer communication by email and telephone</li> <li>• keep stock control systems up to date and make sure inventories are accurate</li> <li>• plan future capacity requirements</li> <li>• organise the recruitment and training of staff, as well as monitoring staff performance and progress</li> <li>• motivate, organise, and encourage teamwork within the workforce to ensure productivity targets are met or exceeded</li> <li>• produce regular reports and statistics on a daily, weekly, and monthly basis</li> <li>• brief team leaders daily</li> <li>• monitor the quality of service your internal customers are receiving</li> <li>• maintain standards of health and safety, hygiene, and security in the work environment, for example, ensuring that stock such as chemicals are stored safely</li> <li>• oversee the planned maintenance of vehicles, machinery, and equipment</li> <li>• Ensure the required periodic checks on warehouse racking and lifting equipment are undertaken by trained and competent people. Outsource partners should be used where required</li> </ul>

- Carry out weekly safety inspections in the warehouse facility and surrounding loading/unloading bays. Report non-conformance to the company Health and Safety system and address corrective actions.
- Adhere to all health & safety guidelines and promote a safety-conscious attitude in all aspects of the job. Record and report all incidents, accidents and near-miss and act upon preventions.

#### **Qualifications**

- Essential – Health and Safety at work level 2 certification
- Desirable – Level 2 management, Leadership, or warehousing certification
- Desirable – Lean 6σ yellow/green belt accreditation.

#### **Technical Skills/Experience**

- Proven ability of warehousing, dispatch, and stock control.
- Strong IT skills being proficient in Excel, Word, and Microsoft Teams with the confidence to learn new applications where required.
- Have a substantial understanding and knowledge of commercial vehicle braking components.
- Team management experience with an ability to lead, inspire and share knowledge and best practices with others to develop the team.

#### **Key Competencies**

- Takes initiative and accountability for own actions to proactively deliver what is required
- Demonstrates flexibility and adaptability to change, with the ability to effectively communicate and support teams with business changes.
- Identifies and commits to personal development goals for self and team, identifying areas for continuous improvement
- Demonstrates strong communication skills with the confidence to effectively interact with internal and external stakeholders across the business.
- Maintains a positive attitude and a strong sense of opportunity during times of turbulence.
- When faced with ambiguity, finds solutions and ways to move forward.
- Assess problems and analyse the options to find solutions.
- Proven ability to consistently meet deadlines and deliver under pressure.
- Demonstrates critical thinking and the ability to analyse and challenge information.
- Demonstrates organisation and prioritisation skills in managing and delegating volume and variety of work.